<u>**Remote Support Technology**</u>

Service Definition (Scope):
The goal of Remote Support Technology is to increase independence through lessened reliance on staff oversight while building the individual's capacity to function more independently with the use of technology for prompts and/or monitoring. Remote Support Technology includes *but is not limited to* live monitoring; sensor technology, including window, door, and bed monitors; medication oversight/support; ongoing evaluations and reports, as determined necessary and documented in the participant's ISP; push-button connectivity to a central response system; GPS technology; remote vital sign monitoring; and two-way audio/intercom systems. The provision of stand-by intervention staff who are prepared for prompt engagement with the participant(s) and/or immediate deployment to the residential setting may be included in the service plan.

For participants residing in group living situations, all individuals in the home do not need to consent, unless the service is being utilized in common areas of the home, but all individuals may be informed that the service is being provided to a housemate as appropriate and defined in DDRS Policy.

Individuals eligible for Remote Support Technology:

Remote Support Technology is a service available to waiver participants who require some assistance or oversight from DSPs as per their ISP and who are able to spend time without constant, direct supervision.
Remote Support Technology is intended to build upon/develop independent living skills and lessen reliance on staff supports. When technology is used to support the participant the use, monitoring and schedule for periodic review must be documented in the ISP.

This service is appropriate for all individuals who may benefit from Remote Support Technology through reduced staffing levels and increased independence. Participants must demonstrate through documentation in their ISP that 1:1 staffing is not required at all times during the day, that they are able to be in the community with minimal supports, and are able to demonstrate through the application of independent living skills, community access, which may include employment.

Specify applicable (if any) limits on the amount, frequency or duration of this service:

Reimbursable Activities:

Device Installation service (capped)

Ongoing monthly maintenance of device, including equipment rental or purchase (capped)

Remote Support Technology system updates

Ongoing monitoring costs

Timely emergency response and assistance

System upgrades, as included by Remote Support Technology vendors

Activities Not Allowed:

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Remote Support Technology that is commonly available as natural supports (cell phones, cell phone apps, personal GPS devices, etc.) will not be approved by BDDS.

Remote Support Technology used to monitor paid staff supports

Remote Support Technology used in lieu of staff supports when the individual requires constant supervision to maintain health and safety or when the participant is a minor

Remote Support Technology which has not received specific approval by the Director of the Division of Disability and Rehabilitative Services (DDRS) in conjunction with a Remote Support Technology Oversight Committee/ his or her designees.

Remote Support Technology may not be used concurrently with Adult Family Living services.

Remote Support Technology serves as a replacement for Enhanced Residential Living, Intensive Residential Supports – Behavioral, Residential Supports – Medical. Therefore, Remote Support Technology, Residential Supports – Behavioral, Residential Supports – Medical are not separately billable during the same time period.

Service Delivery Method:

- ✓ Provider managed through RHS services
- ✓ Remote Support Technology vendors

Specify whether the service may be provided by:
- ✓ DDRS-approved Remote Support Technology vendors

Provider Specifications for Service
Provider Category
- ✓ Agency
- ✓ Vendor

Provider Type:
- ✓ FSSA/DDRS Approved Remote Support Technology agency

Additional Provider Qualifications

To be approved to provide Remote Support Technology & On-Site Response services, a provider must:

- Be an FSSA/DDRS-approved Remote Support Technology vendor or RHS provider
- Ensure that the system is monitored by a staff person trained and oriented to the specific needs of each participant served as outlined in his or her Individualized Support Plan (ISP)
- Ensure that the stand-by intervention (float) staff meet the qualifications for direct support professionals as set out in DDRS Policy.
- Be an enrolled Indiana State Medicaid provider
- Ensure all direct services from Remote Support Technology vendors comply with Indiana Administrative Code, 460 IAC 6
- RHS providers must comply with Indiana Administrative Code, 460 IAC 6 and any applicable BDDS service standards, guidelines, policies and/or manuals, including DDRS waiver manual.

Documentation Standards

Guidelines for use should be outlined in the individual's ISP and include clear documentation of the staff support provided and the interface of the remote support with the ISP goals and interventions.

Periodic reports on activity must be provided as outlined in the individual's ISP.